



DO MORE.

LEARN MORE.

BE MORE!

WHY TAMWOOD CAREERS

DO MORE. LEARN MORE. BE MORE!

Wherever you choose to go in life, Tamwood Careers helps you get there. With the guidance of our skilled staff and coaches you will learn new skills, expand your existing abilities, discover talents you didn't know you had, and transform yourself in wonderful ways you can barely imagine.

GET THE JOB YOU WANT!

92% of employers say that today's job candidates don't have the most important skills and personality traits needed for their jobs, such as tolerance, confidence, problem-solving skills, curiosity, knowing one's strengths/weaknesses, and decisiveness (Source: Erasmus Impact Study 2014).

At Tamwood Careers we consult with industry employers who contribute to our programs' design to make sure you'll get trained in the actual skills that employers are looking for. This helps you get the job you want!

LEARN FROM INSTRUCTORS AND GUEST SPEAKERS WITH REAL WORLD EXPERIENCE

All of our teachers, training staff and guest speakers, have extensive and up-to-date industry experience.

When you are in a Tamwood Careers' training room, you'll experience a very different type of teaching experience which can only be described as INSPIRATIONAL AND REAL!

SINGLE VISA APPLICATION

We provide a package for international students that includes all of the programs you wish to study. These programs may include:

- English Language programs at Tamwood Language Centres
- Certificate or Diploma programs at Tamwood Careers
- Any of Tamwood Language Centres' partner universities or colleges (based on conditional acceptance)

EARN MONEY WHILE STUDYING

Living abroad can be expensive, but at Tamwood Careers you can earn money while you study to help with living expenses. No matter which program you're in, your Canadian study permit will allow you to work part-time (up to 20 hours per week) while studying at Tamwood Careers. You can choose to work at a part-time job as soon as your classes begin, and work every week of the program - including during your co-op work practicum if you're taking the Diploma program

Tamwood Careers offers workshops and tools to assist you in finding work fast! Most students find entry-level jobs in hospitality, retail or tourism and earn an average of \$10-\$14 per hour.



CAREER PROGRAMS

Tamwood Careers currently offers both a Diploma (48 weeks with Co-Op) and a Certificate (26 weeks) program in Essential Skills for Hospitality, Service and Tourism



Gain Essential Skills for the Hospitality, Service and Tourism Industries.

TAMWOOD
careers

Essential Skills for Hospitality, Service and Tourism: Diploma and Certificate

Train For These Exciting Career Areas

These innovative programs teach industry and product knowledge around customer service, hospitality and tourism, as well as the soft skills required for positions in settings such as hotels, motels, resorts, restaurants, convention centres and cruise ships. The skills you'll learn in these programs can be used in any career where client contact and customer service are critical elements of the role. At Tamwood Careers you'll receive the particular training you need for roles such as:

- Food and Beverage Attendant
- Restaurant Host/Hostess
- Front Desk Receptionist
- Function Attendant/Host
- Server/Banquet Server
- Sales Clerk/Customer Service Attendant
- Ski Lift Attendant
- Guest Services Staff
- Concierge
- Customer Service Representative

Program Overview

Both the Diploma and Certificate programs will equip you with the knowledge and skills needed for a career in the tourism, hospitality or customer service industry.

You will develop customer relations skills, product and industry knowledge, professional and leadership skills, and important "soft" skills including teamwork, problem solving, self-management, intercultural communication and collaboration.

Admission Requirements:

- Minimum Age: 19 years
- You must demonstrate you have an intermediate level/ level 4 in English with Tamwood Career's online written test (<http://tamwood.com/ils.asp>) AND admission interview, or by presenting evidence of having achieved any of the following: CEFR B1, IELTS 4, TOEFL iBT 52-64, Cambridge PET (Merit) or Tamwood Language Centre's level 4.

Students who need to improve their English skills before getting admitted to a Tamwood Careers program can take English courses at Tamwood Language Centres.

These minimum requirements cannot be waived by either the institution or the student.

Assessment:

All Tamwood Careers vocational courses are assessed through a combination of tools that may include examinations, essays, reports, group tasks, portfolios and/or presentations.



Courses At-A-Glance

Diploma	Certificate	Course	Weeks	Total Hours	Work Readiness Skills Learned
●	●	Canada, National Culture and Cross Cultural Communication	4	80	Skills working with different cultures, establishing first impressions, and skills related to service industry standards
●	●	Customer Service, Sales and Marketing	4	80	Public speaking skills, problem solving skills, applying marketing techniques
●	●	Travel, Tourism and Hospitality	4	80	Travel, Tourism and Adaption including: Taking orders, planning for meetings, handling special needs, writing effective communication
●	●	Managing Events, Attractions and Teamwork	4	80	Research skills, organizing events, delivering presentations and time management skills.
●	●	Tourism Trends and Impacts	4	80	Analyzing performance, setting personal and career related goals, workshop planning
●	●	Tourism Based Businesses and Workplace Communications	4	80	Negotiation skills, management skills, interviewing and feedback
●		Co-Op Work Practicum Term	Max 24	480	The essential skills taught in the classroom
	●	Capstone Project	2	40	Critical thinking, solve challenging problems, and develop skills such as oral communication, research skills, planning, self-sufficiency, or goal setting—i.e., skills that will help prepare them for their careers.

Diploma Program

- 48 weeks total (24 study weeks + 24 co-op work practicum weeks)
- 20 lessons/week of in-class study
- Monthly start dates
- Option to work part-time while studying
- Choose Premium or Standard Service for the co-op term

Certificate Program

- 26 weeks total (24 study weeks + 2 weeks Capstone Project)
- 20 lessons/week of in-class study
- Monthly Start Dates
- Option to work part-time while studying

CO-OP WORK PLACEMENT

The Diploma program includes a co-operative work term placement of 480 hours which prepares you for a career in hospitality, service, tourism or other industries in a customer-facing role by enhancing your communication, cultural, professional and personal skills. Tamwood Careers will monitor your work placement to make sure you select a suitable facility that offers practical experience related to the content of the program.

In the placement, you'll be asked to apply and develop the essential skills taught in the classroom portion of the program. Co-op positions are typically low-skill, service positions in Vancouver, Whistler, other resorts areas of British Columbia, Alberta and (occasionally) Ontario. Typical positions include:

- Food and Beverage Attendant
- Front Desk Receptionist
- Function Attendant
- Function Host
- Restaurant Host/Hostess
- Server/Banquet Server
- Guest Services Staff
- Concierge
- Sales Clerk/Customer Service Attendant

Estimated earnings:
\$9-\$14/hour on average

Co-Op Work Placement Options:

Through our partner company GO International, Tamwood Careers will give you the tools and skills you need to secure a great work experience for your co-op term. You can choose either:

Standard Service:

Secure your co-op work term job with plenty of help from GO International which includes:

- Access to Online Hot Jobs List Database
- Orientation on Working and Living in Canada, and help with Social Insurance Number application
- Seminars on Resume Writing, Interview and Job Search Skills
- Advice and coaching from work placements counselor

Premium Service:

Receive one-on-one assistance to help with job searches if your work term falls squarely into either the Winter Season (December to May) or Summer Season (May to September). It includes all of the services included in the Standard Service Option, plus:

- One-to-One Resume Editing and Interview Coaching
- GI submits job applications and arranges up to two interviews for you

What is a Capstone Project?

The Capstone Project, which is part of the Certificate Program, is an academic project in which students select a topic that relates to both their studies and their field of work. This is submitted in the form of a final written report or presentation. In selecting and working on their project, students will practice critical thinking, solving challenging problems, and developing skills such as oral communication, research skills, planning, self-sufficiency, and goal setting—valuable skills that are sought after by employers!

STUDENT SERVICES

'LAUNCHPAD' - Employment Services & Tools

All Tamwood Careers students can choose to work part-time throughout their program. Launchpad is a package of services and tools that help you find a job and start earning income fast!

Launchpad includes:

- In-depth Orientation Session to prepare you for living and working in Canada
- Access to the online "Hot Jobs List" – a database of available jobs suitable for students
- Weekly Resume Writing Workshop with tips on how to convert your CV into a Canadian style resume
- Support in obtaining your Social Insurance Number card
- Weekly Job Hunt Workshop with tips on where to look, and how to apply for jobs
- Weekly Interview Skills Workshop with advice on how to answer interview questions
- Advice on banks, cell phone providers, finding accommodation, and paying taxes
- Internet, printing and faxing
- Essential Guide to Working and Living in Canada –an in depth guide based on years of experience and feedback from participants
- Resume/CV review and suggestions by GO International staff
- Advice and support for any issues throughout your stay in Canada

This valuable package is included as part of Diploma students' co-op work placement fee, and is available to Certificate students for a small additional fee.

ACCOMMODATION

Homestay

Tamwood Careers has an experienced and caring Accommodation Manager who carefully screens and selects hosts for our students. Hosts provide a warm and caring living environment where students can practice their English and experience Canadian traditions and culture.

Choose From:

(Full or Half Board Meal Plans)

- Standard Homestay
- Single or shared room with shared bathroom facilities
- Dormitory Homestay
- Single or shared room with shared bathroom facilities in a large home hosting five or more international students
- Executive Homestay
- Single room with private bath

Hotels, Student Residences, Hostel, B&Bs:

The YWCA residence, hostels and other accommodation options are available for students in Vancouver. Students should book at least two months in advance. Contact Tamwood for more information on these accommodation options.



FUN ACTIVITIES



You will have great opportunities to discover Vancouver's hot spots and to meet other international students and Canadians by taking part in the amazing social, cultural, sports and sightseeing activities put on by the Tamwood Careers activity staff.

Check out the activities calendar on our Facebook page and website.

COMMUNITY CONNECTIONS

Meeting Canadians and making both career and personal connections is easy at Tamwood Careers. Through our company visits and guest speaker series, you'll meet Canadians working in your field.

Our employment services will help you get a job where you can connect with like-minded people from Canada and abroad. Tamwood Careers also helps students to get involved in the community by volunteering at special events and for charity organizations.

With Tamwood Careers, you will truly
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COUNSELLING

Career Counselling:

Our career counselling staff are here to provide you with tools, information and assistance to help you find the job you want after you complete your studies.

Tamwood Careers provides all of our students with:

- Career planning assistance
- Support developing your resume and cover letters
- Resources and advice on employment possibilities

Academic Counselling and Student Support:

One-on-one student counselling is available to all students. Our multi-lingual staff members can help you keep up with your studies, talk with you about your career plans, and lend you personal support in a confidential manner. Our goal is to make sure that you're completely satisfied during your time with us.

CAMPUS FACILITIES

Central location in downtown Vancouver, close to shops, restaurants, night life, waterfront and major cultural and sports venues and attractions

Five-minute walk from main transportation station

New campus offering state-of-the-art facilities (opening June 2015)

Free Wi-Fi



HOW TO APPLY

Visit www.tamwood.com to view instructions on how to apply and to download or complete online the application form for your career program.

Applications must be received a minimum of 12 weeks before your preferred program start date. If you use the online Tamwood English test as proof of your English level, you will need to also complete an Admissions Interview to establish your eligibility for the program. This can be done in person or over the phone and instructions on how to book the interview will be sent to you when you apply.



VISAS

The following is general information. Visa regulations are determined by Citizenship and Immigration Canada (CIC) and are subject to change. Please verify visa information at www.cic.gc.ca or with the nearest Canadian embassy or consulate.

All students will need to obtain a study permit before commencing their program. Diploma students doing a co-operative work placement as part of their program will also need to apply for a work permit.

The online application for both a study permit and a work permit, as well as further information on these visa applications, is available at www.cic.gc.ca

Off Campus Work:

Students taking any Tamwood Careers program of six months or longer may work up to 20 hours per week off campus.

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Visit www.tamwoodcareers.com for more information.

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